This document contains examples of three different types of pages:

- **Welcome Page**: Can explain what the web application is used; steps involved; other information that would be helpful to the client.
- **Second Welcome Page**: Explains why an Account is needed; steps involved in creating an account.
- **Important Information Page:** Contains additional important information that will be helpful to the client.

Business staff provides the information/text displayed on these pages.

WELCOME PAGE EXAMPLES:

Welcome to ACCESSNebraska Screening

There are three steps for Qualification of DHHS Programs.

Step1: Complete the questions based on your household's current conditions. If you are completing this screening for someone else, answer as if you were that person.

Step2: Review the Results. Your answers will not be saved.

Step3: For an official decision about your eligibility, complete an application. You have the right to apply for any programs even if Screening indicates your household may not be eligible.

Screening can help you determine if your household may be eligible for:

- Help Buying Food - Supplemental Nutrition Assistance Program (SNAP) - formerly known as the Food Stamp Program
- Cash Assistance - Aid to Dependent Children (ADC)
- Cash Assistance - Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)
- Low or No-Cost Health Care - Medicaid (MED)
- Help with Utility Expenses - Low Income Home Energy Assistance Program (LIHEAP)
- Help with Child Care Expenses - Child Care (CC)
- Help with Services for the Developmentally Disabled (DD)
- Social Services for Aged and Disabled Adults (SSAD)
- Social Services for Families, Children, and Youth (SSCF)

This is not an application for benefits.

When navigating between pages please use the Back arrow to return to previous questions and the Next arrow to go to following questions.

Welcome to ACCESSNebraska Application

The Department of Health and Human Services (DHHS) application process for new, review and recertification applications includes the following:

- Application: To complete an application for benefits select Continue below.
- Interview: Interviews are required for most programs. They are scheduled on receipt of the application. You can call and complete an interview the next business day after the submission of your application.
- Verification: Documents needed to verify certain information on the application such as Identity, Expenses, Resources (Assets) and Income can be submitted by using the Submit Documents link that appears after the application has been completed.

Applications are accepted electronically for the following programs:

- Aid to Dependent Children (ADC)
- Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)
- Refugee Resettlement Program (RRP)
- State Disability Program (SDP)
- Supplemental Nutrition Assistance Program (SNAP) - formerly known as Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- Child Care
- Social Services for Aged and Disabled Adults (SSAD)
- Social Services for Families, Children, and Youth (SSCF)

If the program you are interested in applying for is not listed, please contact a DHHS office. A list is available by using the Contact Us link below.

DO I QUALIFY? This is a self-screening tool to see what programs to apply for. If you are uncertain what to apply for, please use this tool.

Need to request a face to face interview and/or dedicated worker? These are accommodations made for individuals that meet that criteria. You can begin this process by contacting ACCESSNebraska by phone or making your request in person at your local office.

The Application, Review or Recertification Process consists of the following steps:

1. Account Creation: Set up or log into an existing account. Account access allows for information to be entered on the application prior to completion. It also allows for access to an application that has not been completed.
2. Program Selection: Select programs for application.
3. Application Questions: Complete questions needed to determine eligibility for benefits. The questions ask for specific information. You will want to have income, resources and expense information available to answer the questions.
4. Submission Process: Review summary of information, review Rights and Responsibilities and electronically sign the application. A confirmation number will be given on application submission to the Department.

The application process will take an average of 20-30 minutes to complete. Select Continue to start the application process. Once you complete your application, you will receive a Confirmation window with your application number. This is proof that your application has been submitted.

Welcome to ACCESSNebraska Healthcare/Medicaid Application

The Department of Health and Human Services (DHHS) application process for new Medicaid and Insurance Affordability programs applications include the following:

- Application: To complete an application for Medical benefits select Continue below.
- Verification: Documents needed to verify certain information on the application such as Residency and Income can be submitted by using the Submit Documents link that appears after the application has been completed.

Applications are accepted electronically for the following programs:

- Medicaid
- Developmental Disabilities
- Personal Assistance Services
- A&D Waiver

If the program you are interested in applying for is not listed, please go to the Apply for Economic Assistance box on the Main Menu.

DO I QUALIFY? This is a self-screening tool to see what programs to apply for. If you are uncertain what to apply for, please use this tool.

The Application Process consists of the following steps:

1. Account Creation: You must set up or log into an existing account. This allows for access to an application that has not been completed.
2. Application Questions: Complete questions needed to determine eligibility for benefits. The questions ask for specific information. You may want to have citizenship and immigration documentation, income, resource and expense information available to answer the questions. (You may not need to provide all of this information to be qualified for benefits.)
3. Submission Process: Review summary of information, review Rights and Responsibilities and electronically sign the application. A confirmation number will be given on application submission to the Department

The application process will take an average of 20-30 minutes to complete. Select Continue to start the application process. Once you complete your application, you will receive a Confirmation window with your application number. This is proof that your application has been submitted.

Welcome to ACCESSNebraska Submit Documents

Use Submit Documents to send documents electronically to ACCESSNebraska. Examples of documents that can be submitted electronically include: pay stubs or income statements; bank statements; household expenses such as utility statements, rent, mortgage; health insurance premiums; birth certificate; drivers license; etc.

Please do not submit applications for assistance using the Submit Documents feature. Instead, complete an electronic application or mail the paper application via the US Mail.

In order to submit documents, you **must** have your supporting documentation scanned and saved on your computer, ready to submit. Scan each document separately. Documents that are password protected **must** have this password protection removed prior to submitting. Complete this step before continuing to the next screen.

There is a 30 minute time frame to complete the Submit Documents feature. The system will time you out if the process is taking longer.

Scanned File Requirements:

File Type	Maximum Size	Minimum Resolution
TIF	10MB	200
TIFF	10MB	200
JPG	1MB	
JPEG	1MB	
PDF	1MB	

ACCESSNebraska is unable to assist in creating files for electronic submission. This is due to a wide variety of scanners available for customer use. Documents should be submitted by US Mail if you are not comfortable creating scanned files and submitting via the website.

Welcome to ACCESSNebraska Change Reporting

If your household is currently receiving benefits, you can use this Change Report to submit changes for the following programs:

- Aid to Dependent Children (ADC)
- Supplemental Nutrition Assistance Program (SNAP)-formerly known as the Food Stamp Program
- Low Income Home Energy Assistance Program (LIHEAP)
- Aid to Aged, Blind and Disabled (AABD)
- Refugee Resettlement Program (RRP)
- Developmental Disabilities Program (DD)
- Medicaid
- Children's Health Insurance Program (CHIP)
- Child Care
- Social Services for the Aged and Disabled (SSAD)
- Social Services for Children and Families (SSCF)

If you are not currently receiving benefits, you will need to file a new application.

This Change Report should not be used for the following:

- to report changes to your Employment First Case Manager
- to report a change if your SNAP/Food Stamp case was closed in the past 30 days. Report the change by phone call as your case may be able to be reopened without a new application.

If you are reporting a domestic violence issue and you have a Child Support Enforcement case, please call 1-877-631-9973, Option #2.

Not all changes need to be reported. Please refer to the notice that you received or click on the HELP button on the top right for information.

Welcome to My Account

The My Account login/creation process consists of the following steps:

1. Account Creation: Set up or log into an existing account. This same account can be used to access many of the ACCESSNebraska applications.
2. Choose and answer three security questions from a list. Remember your answers. If you forget your password, you can set a new password by answering these questions correctly.
3. Validate your PIN: In order to validate your account you will enter your PIN, date of birth and the last four digits of your Social Security Number. Your PIN (Personal Identification Number) has been given to you by the Department of Health and Human Services so that only you can access your information. If you are a new client, you may not have this number.

After these steps are completed, you will be able to access the following applications through My Account:

- Benefit Inquiry (view benefits and notices)
- My Preferences (select correspondence notification preferences)
- Medicaid Renewal (complete a renewal of your current Medicaid benefits)
- Economic Assistance Application (complete a Recertification or Review for Economic Assistance)
- Healthcare/Medicaid Application (complete an initial application for Healthcare/Medicaid benefits)
- Report Changes (report any changes)
- Submit Documents (upload/submit documents to DHHS)
- Do I Qualify (online assessment to see which programs may fit your needs)

"SECOND" WELCOME PAGE EXAMPLES: displayed when an Account is required. DD Applications will need a page similar to the 'Welcome to ACCESSNebraska Healthcare/Medicaid Application'. (Since DD Applications will not be pre-filled with NFOCUS data, the "Validate your account" text will not be included.)

Welcome to ACCESSNebraska Application

This site allows you to apply for Assistance. The process begins by creating an account or log in using your ACCESSNebraska User ID and Password. By creating an account, you will be able to check the status of your Assistance Cases and the amount of benefits you are eligible to receive. You will be able to save your application without completing it if necessary. The application process may take less time if you log in with your User ID, Password and PIN (Personal Identification Number) because we will pre-fill some of the information for you. This is the process to log back in when finishing an application you started but did not complete.

Establish a User ID and Password
- To begin, create your User ID (such as your personal email address). Then you will create your own personal password.

Choose your security questions
- Choose and answer three security questions from a list. Remember your answers. If you forget your password, you can set a new password by answering these questions correctly.

Validate your account
- You are not required to validate your account once it has been created but it is encouraged so that you can have information pre-filled onto your application. In order to validate your account you will enter your PIN, date of birth and the last four digits of your Social Security Number. Your PIN (Personal Identification Number) has been given to you by the Department of Health and Human Services so that only you can access your information. If you are a new client, you may not have this number.

Welcome to ACCESSNebraska Healthcare/Medicaid Application

This site allows you to apply for Medical Assistance through Nebraska Medicaid and Insurance Affordability Programs. The process begins by creating an account or log in using your ACCESSNebraska User ID and Password. By creating an account, your application will be stored and available for completion if you need more time to complete it. The status of your application and the Department's eligibility decision can be checked and notices will be viewable.

Establish a User ID and Password
- To begin, create your User ID (such as your personal email address). Then you will create your own personal password.

Choose your security questions
- Choose and answer three security questions from a list. Remember your answers. If you forget your password, you can set a new password by answering these three questions correctly.

IMPORTANT INFORMATION EXAMPLES:

IMPORTANT INFORMATION BEFORE COMPLETING YOUR APPLICATION

- You can complete an application, review or recertification with only your name, address and signature. However, if you provide more information, it will help us determine your eligibility more quickly.
- Your application is dated the day you submit your application using the electronic signature or the next business day if submitted after hours or on a weekend or holiday. Processing begins the day we receive your application. For Supplemental Nutrition Assistance Program (SNAP) - formerly known as the Food Stamp Program, we will issue your benefits based on the date we receive your application.
- You may qualify for expedited service for the Supplemental Nutrition Assistance Program (SNAP). This means you may get SNAP benefits within seven (7) days of your SNAP application date if:

    You file a SNAP application with at least your name, address and signature, AND

    Your household monthly rent/mortgage and utilities are more than your household's total monthly income before deductions and combined resources, such as cash or checking/savings accounts. OR

    Your total household income this month, before deductions, is less than $150, and your household resources, such as cash or checking/savings accounts, are $100 or less. OR

    You are a migrant or seasonal farm worker household, you are destitute and your resources are $100 or less.

- SNAP households not eligible for expedited services may receive benefits within 30 days of the application received date.
- Persons applying for SNAP benefits while living in a public institution and applying for SSI at the same time will have their SNAP benefits prorated from the date they reside outside the institution.
- Social Security Numbers (SSNs) are only required on those who will receive assistance/benefits. Benefits will be provided to those whose SSNs are provided even if other household member SSNs are not provided. For example: The SNAP program only requires SSNs for those in the household counted as receiving benefits (participants).
- The Department of Health and Human Services is required by the federal Social Security and Food Stamp Acts and under the Food and Nutrition Act of 2008, as amended, 7 U.S.C.2011-2036 and 7 CFR 273.2(b)(4) to request SSN's for persons receiving assistance.
- Citizenship and legal status information are only required for those who will receive assistance/benefits. For example: The SNAP program only requires citizenship or legal status information for those in the household counted as receiving benefits (participants).
- See the Rights and Responsibilities for more detailed information regarding DHHS use of Social Security Numbers and citizenship/legal status in the SUBMIT section of this application.
- Financial information (income and resources) is required on all household members, whether receiving benefits or not. The financial information is needed to determine the level of benefits for the household.
- If applying for Energy Assistance (LIHEAP) everyone who lives at your address is required to apply.

(This page has a different look and feel because the Healthcare App had to follow the federal design.)